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W. Lawson  
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In the United States Patent and Trademark Office

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Serial Number: 09/511,256  
Filed: 02/23/2000  
Title: Call Center Queue Administration  
Group Art Unit: 2666  
Examiner: HOM, Shick C.

Mail Stop NON FEE AMENDMENT  
Commissioner for Patents  
P. O. Box 1450  
Alexandria, VA 22313-1450

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Technology Center 2600

SIR:

Responsive to the Office action of 04/09/2003, please amend the above-identified application as follows: (See Next Pages).

Respectfully,

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Dated: April 19, 2003